



dcn events

ONTAP EMS reference

NetApp
November 18, 2025

Table of Contents

- dcn events 1
 - dcn.callhome events 1
 - dcn.callhome.invoke. 1
 - dcn.callhome.invoke.all 1
 - dcn.callhome.management.log 2
 - dcn.callhome.weekly 2

dcn events

dcn.callhome events

dcn.callhome.invoke

Severity

NOTICE

Description

This message occurs when you invoke an AutoSupport® message on the data compute node (DCN), and the "type" of that message is set to "test". This message contains very little content and is intended for testing AutoSupport® end-to-end. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for %s on DCN: %s

Parameters

subject (STRING): DCN AutoSupport subject or title for this event.

dcn_node_name (STRING): Data compute node name.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

URI (STRING): Alternate destination for this ASUP. If this is set, this ASUP is delivered to this alternate destination.

dcn.callhome.invoke.all

Severity

NOTICE

Description

This message occurs when you invoke an AutoSupport® message on the data compute node (DCN), and the "type" of that message is set to "all". For the benefit of technical support, the message also contains troubleshooting content, which might lengthen the collection time required. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for %s on DCN: %s

Parameters

subject (STRING): DCN AutoSupport subject or title for this event.

dcn_node_name (STRING): Data compute node name.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

URI (STRING): Alternate destination for this ASUP. If this is set, this ASUP is delivered to this alternate destination.

dcn.callhome.management.log

Severity

NOTICE

Description

This message occurs when the MANAGEMENT_LOG AutoSupport or 'call home' event is sent for the data compute node (DCN). This message occurs on a daily basis and is sent from the DCN only. Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the node. If your node is configured to do so it generates and transmits an AutoSupport (or 'call home') to NetApp technical support and to the configured destinations on a daily basis. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for %s on DCN: %s

Parameters

subject (STRING): DCN AutoSupport subject or title for this event.

dcn_node_name (STRING): Data compute node name.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

dcn.callhome.weekly

Severity

NOTICE

Description

This message occurs when the weekly AutoSupport or 'call home' event is sent for the data compute node (DCN). Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the

system. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for %s on DCN: %s

Parameters

subject (STRING): DCN AutoSupport subject or title for this event.

dcn_node_name (STRING): Data compute node name.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

Copyright information

Copyright © 2025 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.